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THE INFLUENCE OF CHANGE AND INDIVIDUAL CHARACTERISTICS  
ON RESISTANCE TO CHANGE: A STUDY AMONG EMPLOYEES OF  
PACNET GLOBAL (M)

By

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## **Abstract**

The purpose of this study was to investigate employee's reaction towards resistance to change. Another aim was to find out their self efficacy characteristics towards change. The study was conducted in Pacnet Global (M) and questionnaires were sent out to 108 samples and all responses were received. The results of the study were that resistance to change negatively related to Pacnet Global (M) employees as most of them happy with the change. It was discovered that there are some employees plausible resist changing. The principal conclusion was that resistance to change is all depending on a individual perspective and their personal behavior.

## **Abstrak**

Kertas ini memperbentangkan perbincangan tentang pengurusan perubahan dan proses-proses perubahan. Tujuan kajian ini adalah untuk menyiasat tindak balas pekerja terhadap perubahan di dalam organisasi. Pada masa yang sama, tujuan lain adalah untuk mengetahui potensi terpendam pekerja terhadap perubahan. Kajian ini telah dikendalikan di Pejabat Pacnet Global (M) dan sebanyak 108 sampel soal selidik telah diedarkan kepada pekerja dan telah dikembalikan dengan lengkap. Keputusan kajian ini yang diperolehi terhadap rintangan yang dihadapi oleh pekerja di Pacnet Global (M) adalah pekerja-pekerja gembira terhadap segala perubahan yang disarankan oleh organisasi, tetapi terdapat juga segenap pekerja yang berpendapat bertentangan dengan perubahan-perubahan ini. Kesimpulannya, kajian ini membuktikan bahawa rintangan terhadap perubahan bergantung pada persepsi individual dan tingkah laku peribadi mereka.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of the study**

Business in this new millennium will continue to increase their growth and expand their organization as such this environment forces employees and managers to deal with constant change. Globalization, increased competition, international expansion and restructuring are the challenges faced daily. Success in dealing with this kind of scenarios is depends on the organization's ability to adapt the change.

Change means an event that occurs when something passes from one state or phase to another, which has been indicated in the Oxford dictionary, Oxford Paperback Dictionary Thesaurus (2001). Change management is a structured approach to transitioning individuals, teams, and organizations from a current state to a better state. A common definition used for change management is a set of processes that is employed to ensure that significant changes are implemented in controlled and systematic fashion to effect the organizational change (Wikipedia, 2009).

One of the goals of change management is with regards to the human aspects of overcoming resistance to change in order for organizational members to buy into change and achieve the organization's goal of an orderly and effective transformation (Tech Faq, 2009). In order for change to occur

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